



Australian Government
Medicare Australia

PKI Certificate Renewal Guide

How to Install Medicare Australia's Public Certificate

Version 3.0

Important information for:
Medicare Online Claiming – Eclipse,
Aged Care Online Claiming, and
PBS Online Claiming

Release Date: June 2010



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This product uses software from the OpenSSL and SQLite toolkits.

OpenSSL:

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit
(<http://www.openssl.org/>) Copyright (c) 1998-2002 The OpenSSL Project. All rights reserved.

This product includes cryptographic software written by Eric Young. (eay@cryptsoft.com)

SQLite:

This product includes software developed by Hwaci - Applied Software Research. (<http://www.sqlite.org/>)

This product was written by Dr. Richard Hipp (drh@hwaci.com) and is unrestricted open source.

Introduction

The Medicare Australia PKI certificate is used when you use the Medicare Australia's Online Claiming channels. The current Medicare Australia PKI certificate expires on 11 August 2010, and is being replaced with a new Medicare Australia PKI certificate which expires on 17 December 2014.

The 'How To' instructions in this document will help you make the changes on your system software using the latest version of the Medicare Australia PKI Certificate Manager V2.3.13.

IMPORTANT NOTE:

Before proceeding to install the new Medicare Australia public certificates check if your software vendor has communicated with you about this certificate change. If provided follow your Software Vendor instructions.

This document contains the following information to assist with the renewal process of the Medicare Australia Certificates:

- Contact details
- Frequently asked questions
- Installing the latest version of Medicare Australia PKI Certificate Manager
- Installing Medicare Australia Certificates.

Contact details

For enquiries and assistance contact:

Medicare Australia eBusiness Service Centre – 1800 700 199

or by email

onlineclaiming@medicareaustralia.gov.au

Frequently Asked Questions

Why do I need to update the certificates?

Valid Medicare Australia certificates are required by customers who communicate electronically with Medicare Australia when using PKI. Replacement of expired certificates is a normal operational procedure. Renewing your Medicare Australia certificates will allow online operations to continue uninterrupted.

Am I impacted by this change?

If you are using one of the following programs, Medicare Online Claiming, PBS Online Claiming or Aged Care Online Claiming you may be affected by this change. Clients on later versions of software may find the update has occurred seamlessly by the newer version of software.

How is Medicare Australia managing this PKI certificate change?

By placing a new version of the Medicare Australia PKI Certificate Manager on our web page. It is supported by documentation with step by step instructions.

How can I get the PKI Certificate Manager?

The PKI Certificate Manager is available on the Medicare Australia web site. To download the latest version, go to the "Installing PKI Certificate Manager" section of this document on how to proceed.

Can I install this new version of the PKI Certificate Manager on top of my current version?

Yes. It will overwrite the older version and will open up with the same view of the certificates as before. Ensure you have installed to the correct PC that manages the certificates within a network.

My system is not allowing me to install the PKI Certificate Manager

Contact Medicare Australia eBusiness Service Centre for assistance.

When do I change/update the certificates?

You can make the change whenever it suits you depending on the version of your software. Our certificate change will occur 5 June 2010. After that date you may want to check your certificate store to see if you have already received the certificate appearing under the 'Other People' tab view of the PKI Certificate Manager. You do not need the latest PKI Certificate Manager to view certificates in the certificate store.

How do I make this change to my certificate store?

Please refer to "Installing Medicare Australia PKI Certificate Manager" and "Installing Medicare Australia Certificates" in this document

What if I updated my certificate store early?

It is never too early to update your certificate store.

What if I am unsure about updating my certificate store?

Contact Medicare Australia eBusiness Service Centre for assistance.

I have two names in my store, CEO Medicare Australia and Medicare Australia.

Medicare Australia provides two separate certificates with two different email addresses, both certificates are valid. One with an email address of ebus@hic.gov.au. The one we are updating in Junes carries the email address of ebus@medicareaustralia.gov.au.

The configuration in your software will choose one of these certificates to encrypt messages to Medicare Australia.

Who can tell me the password to the PSI store?

It could be one of the following:

- The practice manager
- The person who manages your system
- Your Software Vendor
- Your IT support person.

If the password to the store cannot be found is there another solution?

Yes. The older store can be replaced if you are experiencing a transmission error.

If you are experiencing a transmission error you should contact Medicare Australia eBusiness Service Centre for assistance. Replacing the store would not be recommended unless you are experiencing transmitting errors.

Can I build a new store over the top of the older store?

No.

Installing PKI Certificate Manager

You will need to know your PSI store password to use the latest version of the Medicare Australia PKI Certificate Manager. This password was set when your PKI certificate was first installed. Your practice manager or software vendor might know this password.

Note: If your Software Vendor has contacted you about the Medicare Australia's PKI certificate renewal, please follow the instructions they supplied.

Procedure for installing PKI Certificate manager

1. Establish a connection to the Internet.
2. Type <http://www.medicareaustralia.gov.au/provider/vendors/pki/cert-manager.jsp> into the Address area of your web browser and press the Enter key. The Medicare Australia PKI Utilities web page will be displayed, as shown in Figure 1.

Note: Ensure you choose the download carefully. The Windows version is listed first followed by the MAC version.

Downloads:







- [Certificate Manager Installer Application \(Windows\) \(ZIP, 200Kb\)](#)
- [PKI Certificate Manager Installer Application \(MAC\) ZIP, 2.0Mb](#)
- [PKI Certificate Manager Users Guide \(Windows\) \[PDF, 13.7Mb\]](#) 
- [Mac PKI Certificate Manager User Guide \[PDF, 18.6Mb\]](#) 
- [Button](#)
- [PSI Applet Programmers Guide \[PDF, 1.3Mb\]](#) 
- [Platform Reference Guide \[PDF, 521Kb\]](#) 
- [PKI API Glossary \[PDF, 413Kb\]](#) 
- [PKI Certificate Renewal Guide \[PDF, 6.2Mb\]](#) 

Figure 1. PKI Utilities Web Page

3. Download PKI Certificate Manager by clicking on the PKI Certificate Manager Utility (Windows). The 'File Download' dialog box will then open, as shown in Figure 2. Choose to save it to your desktop

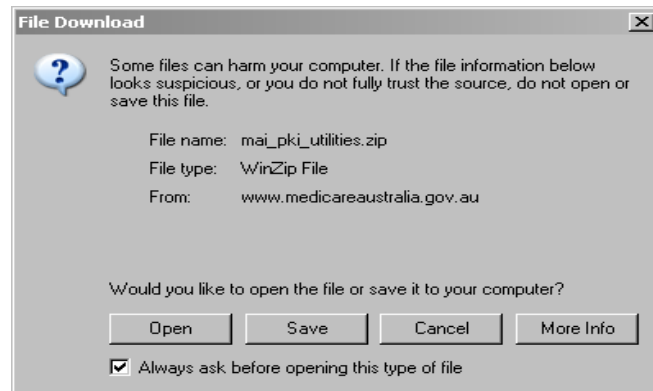


Figure 2. File Download Dialog Box

Note: Before proceeding to the next step ensure the installation is done on the server or the main PC or on any PC that has a PSI store.

4. Double click on the “PKI Certificate Manager Installer.exe” icon (refer Figure 3) on your Desktop, and follow the prompts to install. Once installed, this utility can be accessed via the Control Panel.



PKI Certificate Manager Installer.exe

Figure 3. PKI Certificate Manager Installer icon

You have successfully installed the latest version of the Medicare Australia Certificate Manager (Version 2.3.13). You can now proceed to install the Medicare Australia Certificates.

Installing Medicare Australia Certificates

These certificates may need to be imported into your PSI store to communicate successfully with Medicare Australia electronically. To install the Medicare Australia Certificates, follow the steps shown below.

1. Click START and navigate to the Control Panel as shown in Figure 4.

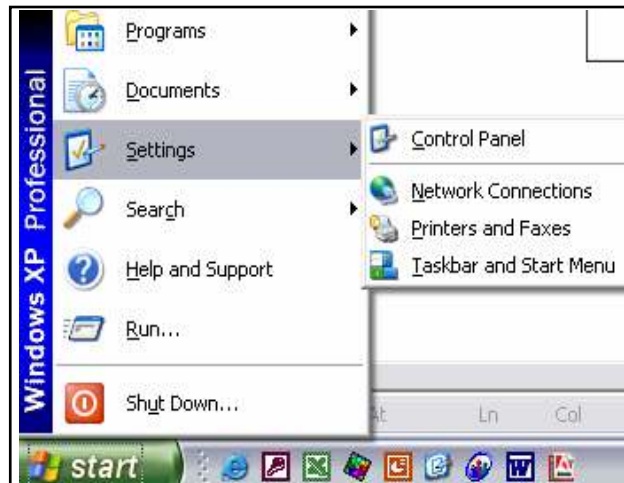


Figure 4. Navigation to the Control Panel

2. Double click on the PKI Certificate Manager Icon, as shown in Figure 5



Figure 5. PKI Certificate Manager Icon

- The following screen shown in Figure 6 will appear if the PSI store has been located. You can view your certificate in the “Personal” tab.

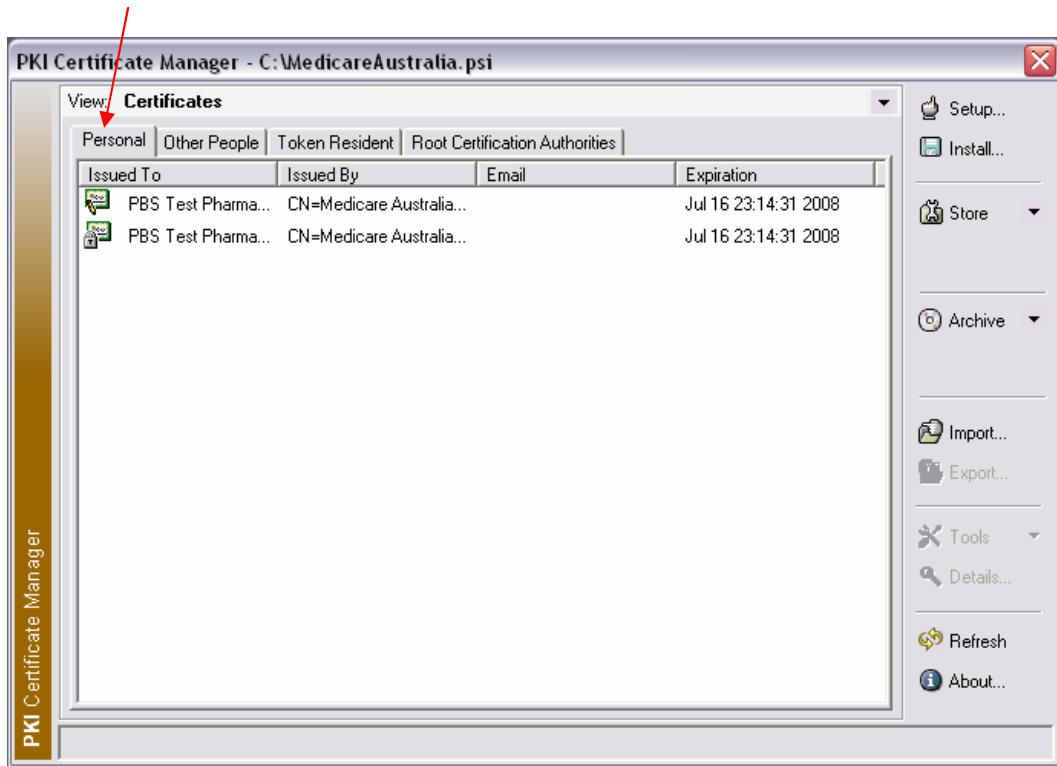


Figure 6. PKI Certificate Manager – Main Window

- The following screen shown in Figure 7 will appear if the PSI store cannot be located. For further assistance contact your Software Vendor.

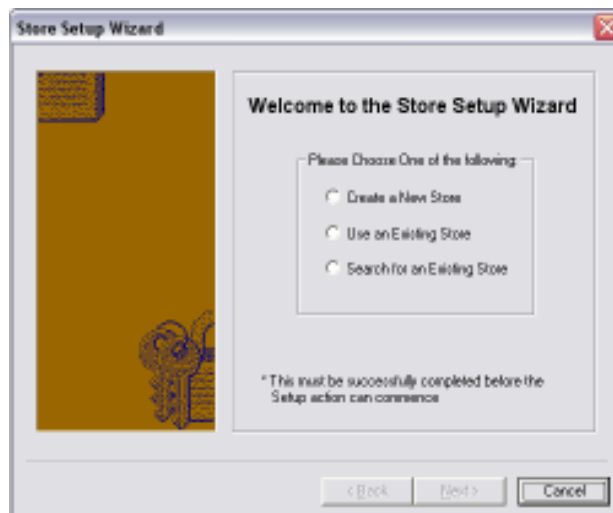


Figure 7. Store Setup Wizard

- To view the current Medicare Australia certificates select “Other People” tab, as shown in Figure 8.



Figure 8. PKI Certificate Manager – “Other People” Tab

- Click on the ‘Store’ button and from the drop down menu select ‘Initialise Defaults’, as shown in Figure 9.

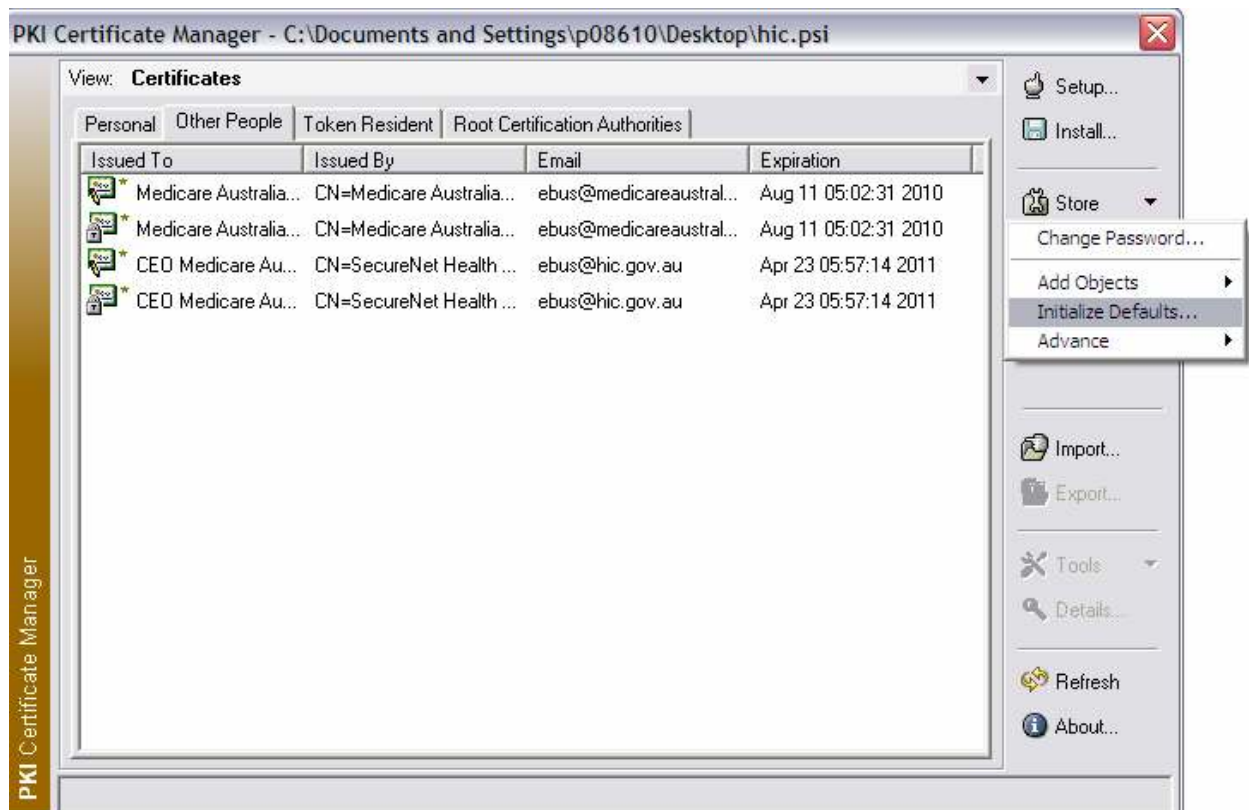


Figure 9 PKI Certificate Manager – Initialise Store Defaults

7. Enter your store password when prompted, as shown in Figure 10.

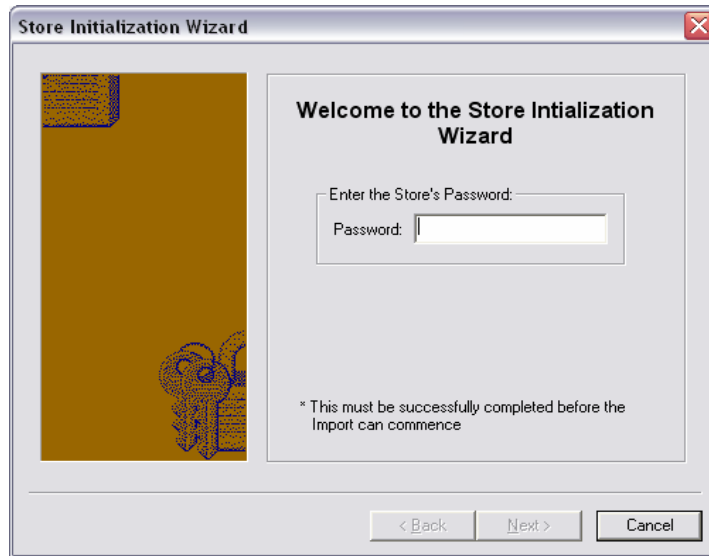


Figure 10. Store Initialization Wizard – Password Screen

Note: The store password was set when you first installed your certificate.

8. Click finish for the certificates to be imported into your PSI store when the confirmation screen appears, as shown in Figure 11.

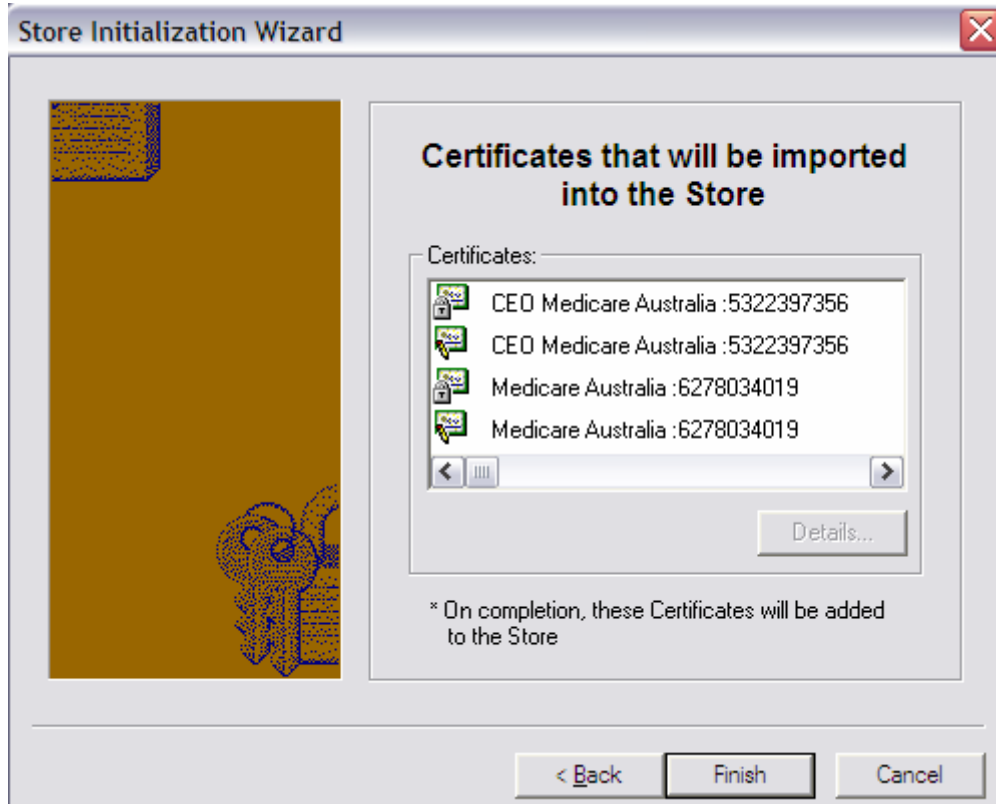


Figure 11. Store Initialization Wizard – Confirmation Screen

- Click on the 'Other People' Tab to see the two Medicare Australia certificates, plus two Catherine Argall, as shown in Figure 12. You have now completed the task successfully.

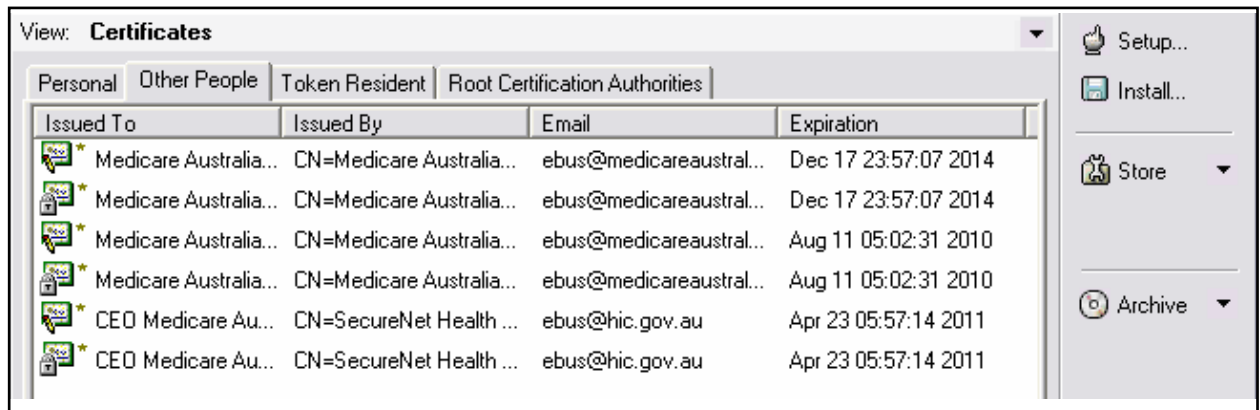


Figure 12 PKI Certificate Manager – Medicare Australia Certificates after Initialisation

- To remove certificates from the store click on the certificate name. Go to TOOLS and select remove. Follow the prompts.

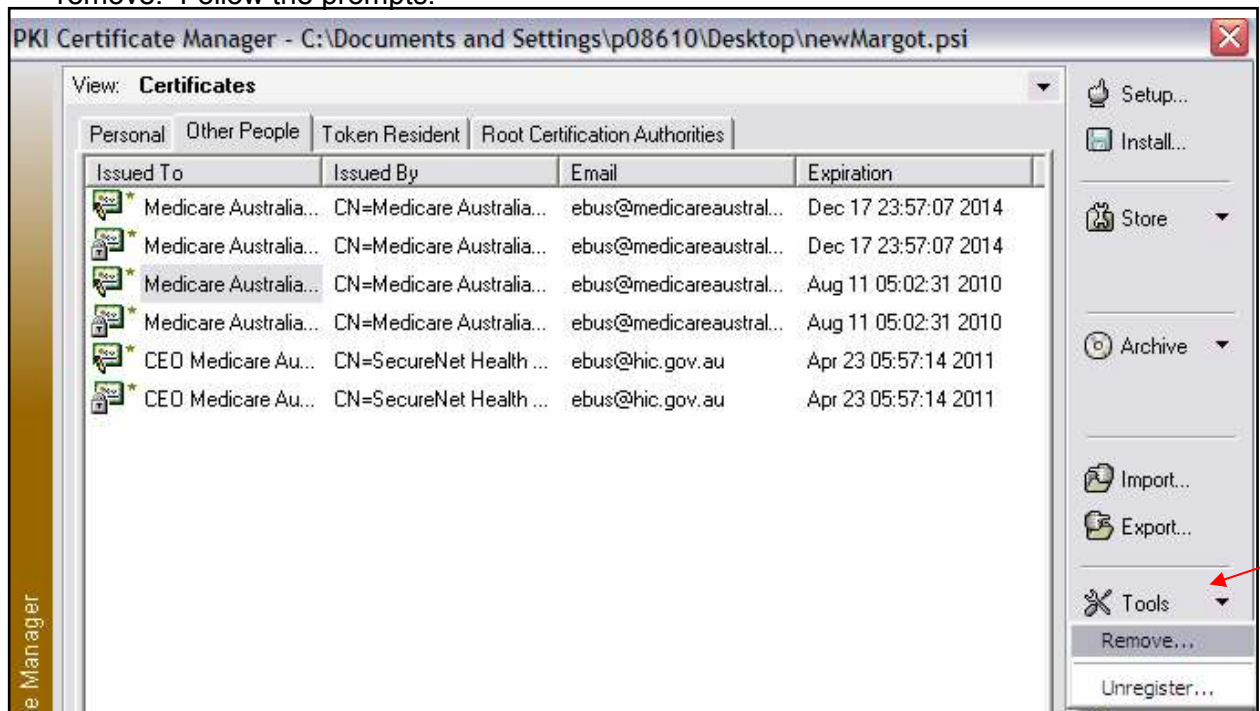



Figure 13 PKI Certificate Manager – Removing the old Medicare Australia Certificates

- To return to the original view Click the Personal tab to see your site certificates.
- Close out of the PKI Certificate Manager by clicking on the Close, , button located top right of the screen.

IMPORTANT NOTE:

Before resuming your online transmissions close down your claiming software and reopen again to ensure you are using the certificates that have just been imported into the store.